**Job Description**

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| **Job Title:** | Team Leader | **Job Band:** | 4b |
| **Department:** | Branches | **Location:** | Across all Branches |
| **Accountable to:** | Branch & Savings Operations Manager | **Number of Direct Reports:** | Approx 3-6 |
| **Job Purpose:** | Responsible for the overall running of the Branches delivery of great customer service, the Society’s business objectives and compliance with all regulatory responsibilities including conduct rules.  This is delivered through the effective guidance and supervision of the day-to-day customer and operational activity. Acting as the contact point for all queries. Motivating colleagues on a daily basis to achieve goals and demonstrate Society values. Developing yourself and colleagues to deliver a smooth, efficient, and effective service. Acting as a champion for local community activity in your area.  Support the Branch & Savings Operations Manager with other activities as required to support the delivery of business goals | | |

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| **MAIN DUTIES** | | | | |
| **CUSTOMER SERVICE:** | | Act as a point of contact and guidance on the day-to-day business operations, customer enquiries, complaints and general customer interactions | | |
| Ensure the safeguarding of our vulnerable customers by making sure that vulnerability and care needs are proactively identified, recorded and our service is tailored appropriately to support our customer’s needs. | | |
| Complete regular monitoring activity to ensure and evidence compliance with all regulatory and health and safety obligations. | | |
| Build enduring relationships and work collaboratively with the wider savings teams, branches and other departmental functions. In particular, supporting other team leaders within the branch network, acting as a strong united team. | | |
| Lead by example including the opening of new accounts, answering telephone calls and achieving sales objectives. | | |
| Proactively keep on top of business information providing teams with timely updates on changes and information important to their role, such as controls, process, policy, product and regulation. | | |
| Encourage, facilitate, and support community engagement activity in the local area. Representing the society at local events and business meetings as required. | | |
| Demonstrate a good knowledge of the products and services provided by the society. | | |
| To ensure that all branch promotions meet the Society requirements in relation to standards of presentation and the achievement of targets. | | |
| Flexibility to work across multiple branches and/or relocation of main duties to another site if required. | | |
| **LEADERSHIP** | | Set and communicate clear team goals, delegate tasks, allocating resource and set deadlines | | |
| Support personal development of colleagues, identifying training and development needs and providing regular coaching. | | |
| To carry out branch colleague appraisals in accordance with the colleague handbook and HR guidance (including monthly 121’s and end of year PDRs). | | |
| Inspire and motivate colleagues to achieve business goals providing recognition for high performance and reward or accomplishments. | | |
| Nurture a positive and productive organisational culture, building trust through effective feedback and open and honest communication. Encourage and embrace change and creativity through a positive can-do attitude. | | |
| Listen to colleagues’ feedback, resolve issues of conflict and address and issues of underperformance and poor behaviours. | | |
| Managing absence including prompt return to work assessments. | | |
| Monitor teams’ performance and report on metrics being pro-active in identifying any emerging risks and issues | | |
| Support with, in area recruitment and training activities. | | |
| **RISK** | | Maintain a strong awareness of risk amongst your team:   * Ensuring relevant controls are in place, followed and operating effectively. * That all incidents of risk identified are recorded effectively.   Escalating risk issues which have the potential to breach the Society's appetite for risk / control environment. | | |
| **REGULATORY\*** | | To ensure that regulatory requirements in respect of Anti Money Laundering (AML) and Terrorist Financing are complied with, including:   * Carrying out prescribed customer due diligence measures (CDD) for all customers (including appropriate enhanced due diligence (EDD) measures, where applicable) before establishing a business relationship and at appropriate times during the business relationship in accordance with documented procedures. * Understanding the law and personal obligations and responsibilities under it and the potential legal and regulatory penalties for any breach / non-compliance. * Completion of training as required in order to attain and maintain knowledge and continuing competence in AML systems, controls and procedures. * Reporting knowledge or suspicion of any money laundering or terrorist financing activity promptly in accordance with procedures. | | |
| **GENERAL DUTIES:** | | | | |
| Carry out all duties as detailed and in accordance with documented policies and procedures | | | | |
| Maintaining risk awareness within your role:   * + Ensuring relevant controls are implemented and are operating effectively   + Reporting of all risk events identified   + Escalating risk issues which have the potential to breach the Society's appetite for risk / control environment. | | | | |
| Prepare and collate management information in accordance with laid down procedures and standards | | | | |
| Ensure all targets/objectives as laid down are achieved. | | | | |
| Promote the interests of, and ensure adherence to the policies of the Society. | | | | |
| To carry out all duties taking into account the FCA’s Conduct Risk requirements and principles of Treating Customers Fairly. | | | | |
| To carry out all duties in compliance with the FCA’s Conduct Rules as applicable to the role (as detailed in the Code of Conduct Sourcebook (COCON). | | | | |
| To carry out all duties in compliance with the Consumer Duty Outcomes and ensuring adherence by demonstrating the right level of customer support applicable to their role. | | | | |
| To take responsibility for and to independently manage both verbal and written complaints as and when they arise whilst adhering to the complaints procedure in line with FCA DISP (Dispute Resolution: Complaints) rules. | | | | |
| Undertake other duties as may be required in the post and department detailed above or any other post in any department or branch of the Society. | | | | |
| This job description will be amended in consultation to reflect changes in or to the job. | | | | |
| **DATE:** |  | | **AGREED:** |  |

**Person Specification**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **QUALIFICATIONS** | * Level 2 Qualified (GCSE, O’Levels, Functional Skills) |  |
| **EXPERIENCE** | * Experience of a supervisor or team leader position * Ability to lead and motivate a team of people | * Experience working in a regulated environment. |
| **KNOWLEDGE** |  | * BCOBS/Regulations * Good knowledge of Society policies & procedures * Good knowledge of Frontline & MSS |
| **SKILLS AND ATTRIBUTES** | * Full Clean Driving License and own vehicle. * Ability to lead and motivate a team. * Strong passion for Customer Service * Organisational and Time Management Skills. * Excellent communication skills * The ability to think critically, problem solve and make decisions. * Good attention to detail. * Good PC skills and knowledge of performance metrics. |  |
| **PERSONAL ATTRIBUTES** | * Strong team player * Personable and approachable * High levels of integrity * Positive, can do attitude. * Demonstrate consistency.   Flexibility to work across a number of locations and Saturday working. |  |